



DUTIES AND RESPONSIBILITIES – CASE MANAGERS

ROLE: To provide a planned and coordinated services on a brokerage model for people who require case management of services because of their complex care needs. Services are targeted at frail older people, younger people with disabilities and their carers living in the community. These people would otherwise be eligible for residential care.

STATEMENT OF DUTIES:

1. Service Provision / Client Work

- 1.1 Work with referrals in the relevant target groups to assess eligibility for services and refer as necessary those who do not fit the guidelines.
- 1.2 Work with the relevant people and their carers and/or advocates, in order to provide comprehensive and holistic assessment, case management, individual planning, brokerage and monitoring to enable them to remain living at home as long as possible with optimal quality of life.
- 1.3 Provide a documented care plan, which is developed in consultation with, and agreed by, the care recipient, the carer and service providers where appropriate.
- 1.4 Work co-operatively with other HACC service providers, ACAT and other agencies serving frail aged people, younger people with disabilities, people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islanders.
- 1.5 Identify and correct problems as they arise within the system.
- 1.6 Provide an advocacy service to clients and assist in the negotiation of services, using established quality brokerage principles as appropriate.
- 1.7 Be aware of and sensitive to the needs of people from culturally and linguistically diverse backgrounds. When an interpreter is needed ensure that interpretation services are obtained from a qualified independent interpreting service.

- 1.8 Maintain accurate and up to date client records and files. Client files are to be accessible at all times to approved staff members. Client files are to be locked away when office is unattended.
- 1.9 Assist the manager to implement access and equity principles in the organization.

2. Financial Management / Data Collection

- 2.1 Assist the data collection of the project as required by funding bodies, auspice body, management committee and General Manager.
- 2.2 Monitor financial management of individual client and carers services according to subsidy funds available and discuss any discrepancies with the General Manager.

3. Liaison and Networking

- 3.1 Develop and maintain both formal and informal networks within the local community.
- 3.2 Maintain regular contact with service providers and agencies to ensure that individuals are appropriately referred to the organisation.
- 3.3 Maintain close contact with home support services to ensure that the maximum resources and expertise are shared in the planning and evaluation of services.
- 3.4 Promote information about the service throughout the local communities, with particular regard to the range of languages and cultures in the area.
- 3.5 Participate in the local implementation of policies and protocols to facilitate common comprehensive assessment protocols and referral mechanisms using the CIARR or other referral methods.

4. Teamwork

- 4.1 Utilise a team approach to service planning and delivery.
- 4.2 Participate in support meetings, ongoing education and training in accordance with the organisation's requirements for professional development.
- 4.3 Attend and participate in any meetings that may benefit the organization and its operation (eg Management Committee,

staff meetings, working parties, local committees) as requested by the General Manager.

- 4.4 Display commitment to the philosophy of community care for older people and younger people with disabilities.
- 4.5 Develop work objectives and work plans to facilitate effective monitoring of the project's progress.

5. Confidentiality

- 5.1 Where a service has a policy of sharing confidential information with other workers, this policy must be explained to clients before disclosure.
- 5.2 All personal and identifying information should be regarded as confidential between officers of the organisation and the individual and should not be disclosed without client or carer's written consent (wherever possible).
- 5.3 Wherever possible, clients should be informed for what purposes the collected information is being used.
- 5.4 It is the responsibility of the service to preserve the confidentiality of written records.

6. Other Duties

- 6.1 Contribute to evaluation studies within the community, e.g. for funding bodies.
- 6.2 Know, understand and implement all relevant government policies and guidelines pertaining to the services provided.
- 6.3 Participate in and contribute to ongoing regular reviews and evaluations of the activities and programs of the organization.
- 6.4 Perform other duties in line with the organisation's Policy & Procedure Manual as requested by the General Manager.

Recommended Criteria for Advertising the Position

1. Essential Criteria

- a. Relevant tertiary qualifications
- b. Knowledge / experience in all aspects of case management including comprehensive assessment, planning, provision and evaluation of services for frail older people, younger people with disabilities, people with dementia and their carers.
- c. Awareness of access, equity and multicultural issues.
- d. Capacity to interpret and work within relevant policy guidelines.
- e. Capacity to monitor service provision within a given budget.
- f. Ability to work as part of a team.
- g. Demonstrated oral and written communication skills.
- h. Well-developed networking, negotiation and advocacy skills
- i. Conflict resolution / mediation skills
- j. Ability to respond to crisis situations
- k. Computer literacy
- l. Current driver's licence

2. Desirable Criteria

- a. Knowledge of relevant acts, standards and regulations related to community work with frail older people, younger people with disabilities and their carers.
- b. Experience working with a community based organization.
- c. Ability to speak a second language.